

# CHAPTER I

## INTRODUCTION

### A. Background of the Research

Tourism is an inseparable part of human life, especially regarding social and economic activities. Until now, the tourism sector in Indonesia is a very important role in supporting national development as well as a very strategic factor in increasing people's income and foreign exchange. In general, tourism is a trip made by a person within a certain period of time from one place to another by prior planning, the purpose is for recreation or for an interest so that his desires can be fulfilled or tourism can also be interpreted as a journey from one place to another for tourism. Recreation will return to original place.

Based on the Presidential Instruction, it is said that the objectives of tourism development in Indonesia increase foreign exchange income in particular and the income of the state and society in general, expand opportunities and employment opportunities, and encourage the activities of supporting industries and other side industries, Introducing and utilizing the natural beauty and culture of Indonesia, Improve national and international fraternity or friendship.

Data released by Badan Pusat Statistik, the amount of foreign exchange in the tourism sector in 2018 increased by 10.71 %, in 2016 as much as \$11,206, in 2017 as much as \$13,139, in 2018 as much as \$16,426. This

indicates that tourism in Indonesia continues to increase. At this time the whole world is shocked by a very deadly infectious disease, namely Corona, called Corona Virus Disease 2019. This virus is spreading very quickly and has spread to almost all countries, including Indonesia.

The pandemic period has had a very significant impact on the National Tourism sector, one of which is tourist destinations in the Kepulauan Seribu, Jakarta. This has resulted in a reduced number of tourists visiting the Kepulauan Seribu due to the prolonged Covid-19 pandemic that has hit Indonesia since March 2020 until now. Head of the Kepulauan Seribu Tourism and Creative Economy Sub-Department, Puji Hastuti, said the number of visits had decreased by 33 percent. For 2020, there were 222,253 tourist visits to the Thousand Islands region. This figure has decreased by 33 percent, from the target number of visits in 2020 of 664,000 tourists. On the other hand, the location of Thousand Island is considered capable of being a driver of state income in terms of tourist visits, because this place has a variety of tourism potentials that can attract the attention of tourists amid the Covid-19 pandemic and the implementation of PPKM (Enforcement of restrictions on community activities).

In accordance with the policy of the Regulation of the Governor of the Special Capital Region of Jakarta Number 3 of 2021, it contains "Implementation Regulations of Regional Regulation Number 2 of 2020 concerning the Prevention of Corona Virus Disease 2019". In accordance with the policy of the government for tourist destinations in the Thousand

Islands which is part of the DKI Jakarta area, until now it has implemented the Community Activity Restriction Enforcement (PPKM).

To prevent the transmission of Covid-19 and maintain the health of tourists, there are facilities that support health protocols, namely placing a hand washing area at the departure port or at tourist sites, then installing banners to urge and socialize to improve health protocols. Then for all tourists who will travel to the Kepulauan Seribu they are required to carry out a very strict protocol procedure with tourists obliged to bring negative information on the results of the antigen or PCR swab test, but if the public tourists cannot show the results of the antigen swab, there is a swab test facility available at that location named Marina Jaya Ancol Port. Antigen and Rapid Test at the Port of Arrival, which has been prepared by the Island Health Sub-Department. Even though the Kepulauan Seribu is implementing PPKM, Tourism and Creative Economy Office is still making various efforts to increase tourist interest to visit Kepulauan Seribu in 2021.

In addition to improving the strict tourism protocol program, the Parekraf Kepulauan Seribu Sub-Department has prepared an agenda for the implementation of program activities that will be carried out during the COVID-19 pandemic in 2021, but the decision is still waiting for instructions from the Governor of DKI Jakarta because it is related to existing policies not to make a crowd. Tourism and Creative Economy Sub-Department of Kepulauan Seribu subject to the Law, including from Presidential Regulations, Ministerial Regulations, Regional Regulations, Governor

Regulations, Regent Regulations aimed at minimizing the spread of the Covid-19 virus. Therefore, it is necessary to have the support and active participation of all relevant stakeholders and layers of the local community. which is on the island.

As long as the PPKM policy is implemented in the Kepulauan Seribu, all schedules cannot be implemented, so for now there are only monitoring activities to monitor the number of visiting and outbound tourists. Tourism and Creative Economy Sub-Department of Kepulauan Seribu has appealed to tourism business actors to participate in the Enactment of Micro-Based Restrictions on Community Activities (PPKM). Following up on Governor Decree Number 107 of 2021 concerning Enforcement of Restrictions on Micro-Based Community Activities to prevent the spread or transmission of Covid-19, the Kepulauan Seribu is tightening the territory by establishing Covid-19 handling posts at the village and sub-district levels in the context of controlling Covid-19. Kepulauan Seribu Sub-Department has socialized to tourism business actors in the Kepulauan Seribu region such as restaurants, houses, cafes with a maximum capacity of 50 percent, 3M implementation, no live music with band and DJ, dining operating hours at 06.00- 21.00 WIB. While water tourism or water sports and recreation on the beach has a maximum capacity of 50 percent and operating hours are 06.00-17.00.

The background of the writer' research study to take tourism on this pandemic era is because tourism is one of the cases that really got the impact of COVID-19 and beside that her previous experiences in that field is able to

guide her to take an observation with Dinas Pariwisata Kepulauan Seribu. The title of her research is, “JOB DESCRIPTION ADMINISTRATION IN DINAS PARIWISATA KEPULAUAN SERIBU”.

### **B. The Scope of the Problem**

In this research the analysis just focuses on how to analyze Administration Job in Dinas Pariwisata Kepulauan Seribu. During this pandemic in Dinas Pariwisata Kepulauan Seribu many activities have been planned but have been postponed, and the more cases of covid 19 the regulations are getting stricter and the PPKM has been extended to this day.

### **C. The Question of the Research**

Based on the background that the writer took an observation in Kepulauan Seribu during pandemic era, here are the question of the research:

1. What are the obstacles that found during pandemic in tourism sector around Kepulauan Seribu?
2. How is the solution of those obstacles?

### **D. The Objective of the Research**

The objective of the research is an answer for the question of the research:

1. To know the obstacles that is been found during pandemic in tourism sector around Kepulauan Seribu.

2. To solve the problem during the research.

### **E. The Significance of the Research**

This research paper is worthwhile, not only for the writer but also for the readers especially those who study English or have firm interest in tourism. From doing the research in theoretically, it hoped could find the solutions how to know the critical situation of the tourism sector in Kepulauan Seribu during pandemic and add the insight view and science to compare the knowledge obtained in STBA JIA.

Virtually, this research is worthwhile for many intentions and purposes depend on what field the learners are involved in.

#### **1. For the Writer**

The writer has to write a scientific paper to complete her final task in Diploma Program in School of Foreign Language JIA. The writer could get much more knowledge and increase her English skill especially in tourism sector.

#### **2. For the Readers**

This paper can give the readers a beneficial things in providing an informative reference and knowledge for the readers who takes a job for diploma scientific paper in tourism sector.

## **F. The Systematic of the Paper**

The systematic of this paper is mean to make the writer is easier in taking the understanding of this paper. This writing is divided into five chapters as follows:

### **CHAPTER I INTRODUCTION**

This chapter is containing the background of the research, the scope of the problem, question of the research, the objective of the research, the significance of the research, and the systematic of the research.

### **CHAPTER II THEORETICAL DESCRIPTION**

This chapter explains about the definition of Job Description and Definition of Tourism in Dinas Pariwisata Kepulauan Seribu

### **CHAPTER III COMPANY RESEARCH**

This chapter explains about the company history and structure organization.

### **CHAPTER IV REPORT OF OBSERVATION FINDINGS**

This chapter explains about the data description, observation obstacles, and problem solving.

### **CHAPTER V CONCLUSION AND SUGGESTION**

This last chapter explains about the conclusion and the suggestions of this paper to the Dinas Pariwisata Kepulauan Seribu for the improvement.